

W. 02467A-14-0230



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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: \_\_\_\_\_

Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

Priority: Respond Within Five Days

Opinion No. 2015 - 120462

Date: 1/14/2015

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By: First: Joanne Last: Nelson

ORIGINAL

Account Name: Joanne Nelson

Home: (000) 000-0000

Street:

Work:

City: Prescott

CBR:

State: AZ Zip: 86305

is:

Utility Company: Granite Mountain Water Company, Inc.

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

1/14/15 DOCKET NO. W-02467A-14-0230 OPPOSED

From: Util-PublicComment  
Sent: Tuesday, January 13, 2015 5:18 PM  
To: Util-PublicComment  
Cc:  
Subject: Public Comment

Arizona Corporation Commission

DOCKETED

FEB 17 2015

Name: Joanne Nelson

Date: 12/13/15

Address:

Phone:

City/State/Zip: Prescott, AZ 86305

Cell:

Docket: Application for increase in rates and charges

Docket No: W-02467A-14-0230

Utility: Granite Mountain Water CO, INC

Position: Con

Email:

Comments: I received a notice in the mail on 11/22/14 in reference to the filing for a rate increase in my neighborhood. I've scanned the related documents online and hope that someone who has an attention to details takes a close look at the figures and documents. A few of my concerns are: I wonder if the well/pump on Dewey is the personal well of Mr. Levie? If so, why should the electric bills be included in the finances for the Community well expenses? If the water from that well is included in the the distribution for the neighbors, then it is not an issue. Why is the rate increase for the Chino Meadows residents requested at 38.79% whereas the increase for Granite Mountain at 54.68? Both are extremely big increases. I've only live in my home for two years and the water company has shut down at least three times that I'm aware of where it wasn't planned. One time for over 48 hours. The story I got from the company after making a couple of calls, was that the pump broke

DOCKETED BY

AZ CORP COMMISSION  
DOCKET CONTROL

2015 FEB 17 A 10 09

RECEIVED

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down. Would not a company have a spare pump on hand?? Then we find out that the second pump broke, due to the tank running out of water. Apparently there are issues with the maintenance and monitoring of equipment. There were no credits for this down time or explanations on the bill. I had to drive 10 miles into town to pay for bottle water for drinking, flushing toilets, etc. Maybe this isn't the venue for complaining but why not take the opportunity when the Arizona Corporation Commission has a chance to review the business finances and operations. The quality of the water is always questionable, which is a more serious health matter. It often smells bad like an old tank or tastes rusty, or other times there has been an extremely strong odor of chlorine, which might indicate that they are trying to kill off something really bad. Just yesterday I received a letter from the company advising of an issue with the violation in the drinking water standards and stated that there had been a presence of coliform bacteria last month. Little late to take extra precautions in my home now a month later. Ironically I was sick last month with a severe cold, sinus and bronchitis infection. After reading today about coliform, I see respiratory problems can occur. I no longer feel it is safe to use the water for drinking based on this and the past history reported to me by other neighbors where notifications were always delayed. One last issue, I know that they have tested the water (at least two times) since I've moved here, inside a neighbor's home that has a filtering system to clean out the bad stuff, so how accurate are the tests that they do? Thanks for letting me share some of my concerns. Joanne

\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

Docketed. . Phone number not accurate for customer contact.

\*End of Comments\*

Date Completed: 1/14/2015

Opinion No. 2015 - 120462

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